
MARYLAND

SUMMARIES – 911 CALLS FROM NON-INITIALIZED DEVICES

MARYLAND**(Your State, Region or County)****SURVEY DATA**

Survey Period: Most data collected was for a 30 day period but several Counties collected data for a week to two week period.

Area represented by survey: 8 counties (out of 24 counties)

Population: 2,125,083 (out of total State population of 5,615,727)¹

Percentage of state's population: approximately 38 %

County	Population	% of State Population
Anne Arundel	509,300	9%
Carroll	170,260	3%
Cecil	99,506	2%
Dorchester	31,631	1%
Harford	241,402	4%
Montgomery	932,131	17%
Wicomico	91,987	2%
Worcester	48,866	1%

¹ United States Census Bureau, July 1, 2006 annual population estimates.

NON-SERVICE INITIALIZED PHONE CALL DATA

REPORT FROM Maryland State Summary Data
(Your City, County, Region, PSAP, etc.)

LOCATION _____
(City) (State)

PERIOD REPORTED See Following Reports See Following Reports
(From) (Through)

Call Category	Number of NSI Calls	Percentage of Total NSI Calls
OTHER	571	23.70%
BOGUS	1,618	67.16%
THREATENING	0	0.00%
CHILD	57	2.37%
LEGITIMATE	163	6.77%
TOTAL	2,409	

REPEAT CALLERS

The totals above include the following number of multiple calls from repeat callers:*

Call Category	Number of NSI calls (repeat callers)	Percentage of total NSI- device 911 calls from repeat callers:
OTHER (Multiple)	125	12.69%
BOGUS (Multiple)	830	84.26%
THREAT (Multiple)	0	0.00%
CHILD (Multiple)	30	3.05%
TOTAL (Multiple)	985	

Maryland NSI Noteworthy Incidents

June 30, 2008

Montgomery County

- The first case occurred from December 2004 to January 2005. During a 40-day period, the PSAP received 1,550 obscene calls to 9-1-1 from a non-initialized cell phone. Through the coordinated efforts of the Montgomery County Police Department, the U.S. Marshall's Office, and various wireless carriers, tracking was performed and ultimately a homeless gentleman was identified as a suspect. This subject ultimately plead guilty to five (5) counts of telephone misuse and was sentenced to fifteen years, with all but four months suspended.
- The second case occurred between April and May of 2006. During a 23-day period, the PSAP received 369 obscene/threatening phone calls from a non-initialized cell phone. An investigation was initiated and after a number of interviews were conducted related to a single suspect, the calls stopped. However, no charges were ever obtained.

Dorchester County

- During about a 3-week period last summer [2007], we received approximately, 200 calls from a male caller who identified himself as "Gregory". The caller was using a NSI phone and could not be traced. At some point he even switched phones, thinking that we might be able to trace the original one. He advised the ECS's [9-1-1 Telecommunicator] that he was calling because he wanted someone to talk to. Some of his calls got pretty graphic with some of our younger female staff members. They would hang up and he would call right back. With ours being a small agency, he was able to ride by at night, and would then call and ask questions like "is your car the blue Ford?" You can imagine the stress it caused the staff. He made a statement about sending the cops, abruptly hung up during a call, and never called again. We think that he was in a vehicle at Walmart, when a Deputy stopped to talk to a Cambridge PD unit, and spooked him. We have had false calls, but this person caused the most stress for the staff because of his brazenness and him becoming familiar with shift times and staff vehicles, etc.

State of Maryland

June 30, 2008

County NSI Data Sheets

NON-SERVICE INITIALIZED PHONE CALL DATA

REPORT FROM Anne Arundel County Police
(Your City, County, Region, PSAP, etc.)

LOCATION Millersville Maryland
(City) (State)

PERIOD REPORTED 15-Apr-08 31-May-08
(From) (Through)

Call Category	Number of NSI Calls	Percentage of Total NSI Calls
BOGUS	<u>1,390</u>	<u>94.11%</u>
LEGITIMATE	<u>87</u>	<u>5.89%</u>
TOTAL	<u>1,477</u>	

REPEAT CALLERS

The totals above include the following number of multiple calls from repeat callers:*

Call Category	Number of NSI calls (repeat callers)	Percentage of total NSI- device 911 calls from repeat callers:
BOGUS (Multiple)	<u>772</u>	<u>94.26%</u>
LEGITIMATE	<u>47</u>	<u>5.74%</u>
TOTAL (Multiple)	<u>819</u>	

NON-SERVICE INITIALIZED PHONE CALL DATA

REPORT FROM CARROLL COUNTY
(Your City, County, Region, PSAP, etc.)

LOCATION	<u>Westminster</u> (City)	<u>Maryland</u> (State)
PERIOD REPORTED	<u>May 1 2008</u> (From)	<u>May 31 2008</u> (Through)

Call Category	Number of NSI Calls	Percentage of Total NSI Calls
OTHER	<u>15</u>	<u>9.20%</u>
BOGUS	<u>123</u>	<u>75.46%</u>
THREATENING	<u>0</u>	<u>0.00%</u>
CHILD	<u>12</u>	<u>7.36%</u>
LEGITIMATE	<u>13</u>	<u>7.98%</u>
TOTAL	<u>163</u>	

REPEAT CALLERS

The totals above include the following number of multiple calls from repeat callers:*

Call Category	Number of NSI calls (repeat callers)	Percentage of total NSI- device 911 calls from repeat callers:
OTHER (Multiple)	<u>0</u>	<u>0.00%</u>
BOGUS (Multiple)	<u>54</u>	<u>100.00%</u>
THREAT (Multiple)	<u>0</u>	<u>0.00%</u>
CHILD (Multiple)	<u>0</u>	<u>0.00%</u>
TOTAL (Multiple)	<u>54</u>	

NON-SERVICE INITIALIZED PHONE CALL DATA

Cecil County Maryland, PSAP 7051

LOCATION	Elkton (City)	MD (State)
PERIOD REPORTED	4/22/2008 (From)	5/22/2008 (Through)
Call Category	Number of NSI Calls	Percentage of Total NSI Calls
OTHER	174	92.06%
BOGUS	2	1.06%
THREATENING	0	0.00%
CHILD	12	6.35%
LEGITIMATE	1	0.53%
TOTAL	189	

REPEAT CALLERS

The totals above include the following number of multiple calls from repeat callers:*

Call Category	Number of NSI calls (repeat callers)	Percentage of total NSI- device 911 calls from repeat callers:
OTHER (Multiple)	21	65.63%
BOGUS (Multiple)	2	6.25%
THREAT (Multiple)	0	0.00%
CHILD (Multiple)	9	28.13%
TOTAL (Multiple)	32	

NON-SERVICE INITIALIZED PHONE CALL DATA

REPORT FROM DORCHESTER COUNTY 911
(Your City, County, Region, PSAP, etc.)

LOCATION	<u>CAMBRIDGE</u> (City)	<u>MD</u> (State)
PERIOD REPORTED	<u>1-May-08</u> (From)	<u>31-May-08</u> (Through)
Call Category	Number of NSI Calls	Percentage of Total NSI Calls
OTHER	<u>106</u>	<u>89.08%</u>
BOGUS	<u></u>	<u>0.00%</u>
THREATENING	<u></u>	<u>0.00%</u>
CHILD	<u>5</u>	<u>4.20%</u>
LEGITIMATE	<u>8</u>	<u>6.72%</u>
TOTAL	<u>119</u>	

REPEAT CALLERS

The totals above include the following number of multiple calls from repeat callers:*

Call Category	Number of NSI calls (repeat callers)	Percentage of total NSI- device 911 calls from repeat callers:
OTHER (Multiple)	<u>60</u>	<u>92.31%</u>
BOGUS (Multiple)	<u></u>	<u>0.00%</u>
THREAT (Multiple)	<u></u>	<u>0.00%</u>
CHILD (Multiple)	<u>5</u>	<u>7.69%</u>
TOTAL (Multiple)	<u>65</u>	

NON-SERVICE INITIALIZED PHONE CALL DATA

REPORT FROM Harford County Maryland PSAP 7012
(Your City, County, Region, PSAP, etc.)

LOCATION	<u>Forest Hill</u> (City)	<u>Maryland</u> (State)
PERIOD REPORTED	<u>15-May-08</u> (From)	<u>31-May-08</u> (Through)
Call Category	Number of NSI Calls	Percentage of Total NSI Calls
OTHER	<u>97</u>	<u>87.39%</u>
BOGUS	<u>0</u>	<u>0.00%</u>
THREATENING	<u>0</u>	<u>0.00%</u>
CHILD	<u>6</u>	<u>5.41%</u>
LEGITIMATE	<u>8</u>	<u>7.21%</u>
TOTAL	<u>111</u>	

REPEAT CALLERS

The totals above include the following number of multiple calls from repeat callers:*

Call Category	Number of NSI calls (repeat callers)	Percentage of total NSI- device 911 calls from repeat callers:
OTHER (Multiple)	<u>14</u>	<u>87.50%</u>
BOGUS (Multiple)	<u>0</u>	<u>0.00%</u>
THREAT (Multiple)	<u>0</u>	<u>0.00%</u>
CHILD (Multiple)	<u>2</u>	<u>12.50%</u>
TOTAL (Multiple)	<u>16</u>	

NON-SERVICE INITIALIZED PHONE CALL DATA

REPORT FROM Montgomery County, Maryland
(Your City, County, Region, PSAP, etc.)

LOCATION	<u>Rockville</u> (City)	<u>Maryland</u> (State)
PERIOD REPORTED	<u>4/27/2008</u> (From)	<u>5/26/2008</u> (Through)

Call Category	Number of NSI Calls	Percentage of Total NSI Calls
OTHER	<u> </u>	<u>0.00%</u>
BOGUS	<u>77</u> *	<u>70.00%</u>
THREATENING	<u> </u>	<u>0.00%</u>
CHILD	<u> </u>	<u>0.00%</u>
LEGITIMATE	<u>33</u>	<u>30.00%</u>
TOTAL	<u><u>110</u></u>	

* No differentiation made for reason for call between fraudulent and harrassing.

NON-SERVICE INITIALIZED PHONE CALL DATA

REPORT FROM Wicomico County Maryland PSAP
(Your City, County, Region, PSAP, etc.)

LOCATION	<u>Salisbury</u> (City)	<u>Maryland</u> (State)
PERIOD REPORTED	<u>5-May-08</u> (From)	<u>30-May-08</u> (Through)
Call Category	Number of NSI Calls	Percentage of Total NSI Calls
OTHER	<u>178</u>	<u>82.41%</u>
BOGUS	<u>9</u>	<u>4.17%</u>
THREATENING	<u>0</u>	<u>0.00%</u>
CHILD	<u>16</u>	<u>7.41%</u>
LEGITIMATE	<u>13</u>	<u>6.02%</u>
TOTAL	<u>216</u>	

REPEAT CALLERS

The totals above include the following number of multiple calls from repeat callers:*

Call Category	Number of NSI calls (repeat callers)	Percentage of total NSI- device 911 calls from repeat callers:
OTHER (Multiple)	<u>29</u>	<u>74.36%</u>
BOGUS (Multiple)	<u>0</u>	<u>0.00%</u>
THREAT (Multiple)	<u>0</u>	<u>0.00%</u>
CHILD (Multiple)	<u>10</u>	<u>25.64%</u>
TOTAL (Multiple)	<u>39</u>	

NON-SERVICE INITIALIZED PHONE CALL DATA

REPORT FROM Worcester County
(Your City, County, Region, PSAP, etc.)

LOCATION Snow Hill MD
(City) (State)

PERIOD REPORTED 5/5/2008 5/16/2008
(From) (Through)

Call Category	Number of NSI Calls	Percentage of Total NSI Calls
OTHER	<u>1</u>	<u>4.17%</u>
BOGUS	<u>17</u>	<u>70.83%</u>
THREATENING	<u>0</u>	<u>0.00%</u>
CHILD	<u>6</u>	<u>25.00%</u>
LEGITIMATE	<u>0</u>	<u>0.00%</u>
TOTAL	<u>24</u>	

REPEAT CALLERS

The totals above include the following number of multiple calls from repeat callers:*

Call Category	Number of NSI calls (repeat callers)	Percentage of total NSI- device 911 calls from repeat callers:
OTHER (Multiple)	<u>1</u>	<u>14.29%</u>
BOGUS (Multiple)	<u>2</u>	<u>28.57%</u>
THREAT (Multiple)	<u>0</u>	<u>0.00%</u>
CHILD (Multiple)	<u>4</u>	<u>57.14%</u>
TOTAL (Multiple)	<u>7</u>	